

Specification of Competency Standards
for the Elderly Care Service Industry
Unit of Competency

Functional Area - Management

Title	Design Information Technology Management System
Code	106171L5
Range	This unit of competency is applicable to employees in the elderly care service industry who are responsible for the management of the information technology system. This competency involves creativity and the ability to make judgment. Employees are required to devise a management plan for the procurement, installation, configurations and examination of the information technology system according to the institution's operational strategy and needs, in order to enhance the operational efficiency of the institution.
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on data and information technology system management</p> <p style="padding-left: 20px;">Be able to</p> <ul style="list-style-type: none"> • Manage data of the institution <ul style="list-style-type: none"> ○ Understand the operational strategy and needs of the institution ○ Understand the range of data collected or generated within the institution ○ Understand the relevant procedures of data collection, storage, access and amendment ○ Understand how data are circulated in the institution ○ Understand the Personal Data (Privacy) Ordinance • Knowledge on information technology management system <ul style="list-style-type: none"> ○ Knowing the functions and properties of the information technology system of the institution ○ Understand the skills to repair various information technology systems ○ Understand the causes of different kinds of failure in information technology system and ways to prevent them ○ Understand the methods to manage information technology entities ○ Understand the information technology systems used by other institutions and in other countries <p>2. Design information technology management system</p> <p style="padding-left: 20px;">Be able to</p> <ul style="list-style-type: none"> • Formulate the guidelines on the selection/adoption of information technology system for the institution, according to various consideration factors, ensuring the most appropriate system is selected, for example, <ul style="list-style-type: none"> ○ Operational needs of the institution ○ Information technology system adopted by other institutions and countries ○ Analyse the advantages and limitations of the system ○ Impact on the operation of the institution ○ The financial and human resources of the institution • Formulate a detailed plan and procedures regarding the procurement of information technology system, for example, <ul style="list-style-type: none"> ○ Points to note when purchasing the system ○ Order of priority for installation ○ Repair and maintenance ○ Details of configurations • Formulate methods to promote system utilization among relevant staff/units, for example,

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	<ul style="list-style-type: none"> ○ Explain to staff the types, functions, properties of the information technology system ○ User manual ● Formulate the plan and procedures of checking the system and evaluation its performance, including <ul style="list-style-type: none"> ○ Timetable for routine check-up ○ Channel to collect feedbacks ○ Evaluation meeting ● Formulate a contingency plan in case of emergency ● Ensure that the system records and stores data properly, preventing data breaches or being hacked in <p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none"> ● Understand the importance of a comprehensive information technology system scheme to the operation of the institution ● Comply with the Personal Data (Privacy) Ordinance when handling personal data
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> ● Ability to formulate a clear information technology management plan, according to the institution's needs, enhancing the operational efficiency of the institution; and ● Ability to ensure the system operates efficiently, to record and store data properly and to prevent data breaches.
Remark	